



Unemployment Compensation Cost Control Procedures

YOUR UC EXPRESS SERVICE COORDINATORS:

Claims and Separation inquiries:

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Hearing Inquiries

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Service Related Inquiries

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Account Executive

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NOTES:

Who Is TALX UC eXpresssm?

TALX UC eXpress is a St. Louis, Missouri, firm specializing in assisting companies in the control and reduction of their unemployment cost. Unemployment tax is the only payroll tax that we as a company have the potential to control and reduce. Unemployment is a bottom line cost. The control of that cost must begin with **YOU!**

Please take a moment to review the material below in order to assist us in reducing our unemployment costs. Upon receipt of a claim, TALX UC eXpress will likely contact your office to speak with the supervisor who has first hand knowledge of the incident initiating the claim. Any non-response to TALX UC eXpress by the date indicated can mean payment of benefits. Please respond timely to their requests for information as they act as a department of our company.

Communicating With TALX

Questions regarding unemployment or the TALX UC eXpress program should be directed to your corporate office or the TALX Corporation. If you have any questions when preparing separation forms, claims or other unemployment data, contact the TALX Corporation UC eXpress' Claims Department immediately.

TALX Telephone Number:

St. Louis Office:
(314) 997-2100

TALX Mailing Address:

TALX UC eXpress
P.O. Box 283
St. Louis, MO 63166-0283

Parcels/Overnight Packages:

TALX UC eXpress
10101 Woodfield Lane
St. Louis, MO 63132

Claims Procedures

- Fax all unemployment forms that your office receives from the state immediately to the Service Coordinator listed on this form.
- Respond timely to **ALL** TALX UC eXpress' request for information.
- Make sure someone in your location is assigned the UC responsibility and you have a backup in their absence.
- Review claim decisions carefully, so the same mistakes are not made in the future.

TALX

UCeXpress™

Determination/Decision/Hearing Processing

- Timing is also crucial when filing appeals if you receive an adverse claim determination or hearing decision.
- Call the TALX UC eXpress Claims Department immediately for assistance, or fax the notice to the Service Coordinator listed on this form.

Hearing Procedures

- If a decision is appealed, the state schedules a hearing in which your company and the claimant may present facts regarding the case to a state referee.
- Alert TALX UC eXpress immediately when you receive a hearing notice.
- After TALX UC eXpress receives notice of the hearing, a Service Coordinator will make contact in order to determine the best participants for the hearing and to consult with the witnesses to assure they are fully prepared for the event.

***** TIPS *****

• **How to Avoid Claims Lost**

- Investigate and document all incidents of Policy Violation
- Follow consistent progressive discipline
- Process “No Call / No Show” as Voluntary Quit
- Obtain written letters of resignation where possible
- Attend / participate in all UC Hearings
- DOCUMENT! DOCUMENT! DOCUMENT! the file!

- Please give a **detailed description** of the reason for separation. Include dates of employment, a copy of the resignation letter (if resigned), a copy of the final incident (if discharged), previous warnings and the company policy.

- If you do not wish to contest benefits, please inform TALX UC eXpress **immediately**.

- It is important to note that, by law, some states will mail the claim document to the location where the employee last worked, versus sending the form directly to TALX UC eXpress.

States Not On Direct Mail

CA, DE, ID, KY, MS, MO, MT, NV, NM, OR, PA, RI, SC, TN, VA, D.C.

Fax all unemployment forms that your office receives from the state **immediately to the Service Coordinator listed on this form.*